

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### PT Hawaii

#### Hawaii HTDC- MEP

#### PT Hawaii Success Story

##### Client Profile:

PT Hawaii is a multifaceted physical therapy company operating in two facilities on the island of Oahu, Hawaii. The 30-employee company specializes in no-gravity, aqua therapy as well as more traditional physical therapy, and massage therapy. Their client base consists primarily of occupational injury and auto crash injury victims.

##### Situation:

As PT Hawaii expanded from a one-office, one part-time staff company to a three facility, 30-person company, the administrative capabilities of the firm were outpaced by the demand placed on management. Client no-show rates were as high as 50 percent, medical doctor/patient referral rates were as low as 5 percent, and patient satisfaction levels were dropping. The company simply outgrew its existing management structure. PT Hawaii contacted Hawaii MEP (Hawaii HTDC- MEP), formerly known as Innovative Solutions and a NIST MEP network affiliate, for hands-on assistance.

##### Solution:

HTDC-MEP consultants, Marty Parisien and Bill Wiedmann, began their work by working in the company answering phones, scheduling appointments, doing client follow-up work and interviewing employees and management. This gave them a good understanding of the operations of the firm and enabled them to map out standard operating procedures, training systems, and to make administrative processes more lean. As a result of their assistance, all positions within PT Hawaii have complete standard operating procedures and training programs enabling rapid infusion of new staff.

##### Results:

- \* Increased outside doctor referral rate by over 85 percent.
- \* Reduced patient no-show rate from 50 percent to industry norm, 8 to 12 percent.
- \* Standard operating procedures in place for each department.
- \* Reduced patient complaints to near zero.
- \* Seeking a third location for another office.

##### Testimonial:

"Without Marty and Bill to turn our operation into a professionally administrated business, we would not have been able to expand. We would not be where we are today. That's the bottom line."

Dr. Scott McCaffrey, Owner